

XYZ Agency

ADA/504 Transition Plan

Creation Process

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Master of Business in Operational Excellence; Cohort 4

December 12, 2012

Project Challenges

12 Geographical Districts

 75 SME's Utilized

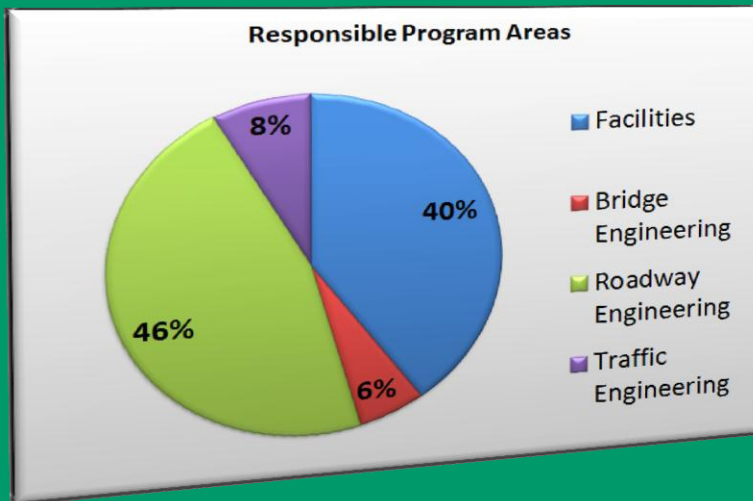
🕒 **Approximately 6,000 Monitored Items**

327 Bridges with Pedestrian Sidewalks

467 Pedestrian Buttons & Signal Heads

2364 Facility Related Items

2601 Curb Ramps



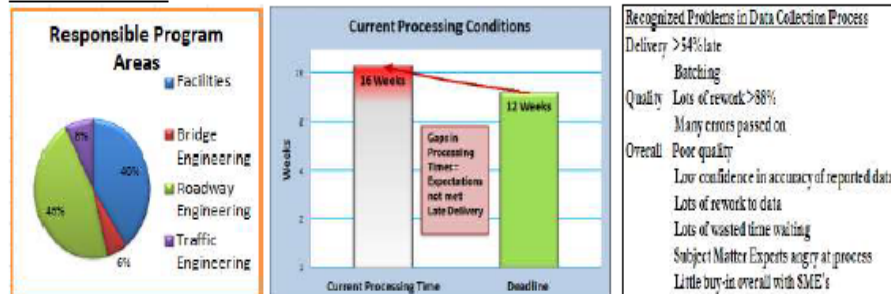
Title: XYZ Agency ADA/504 Transition Plan Creation Process

Owner: Sarah Johnson Coach: Mr. Kent Sears

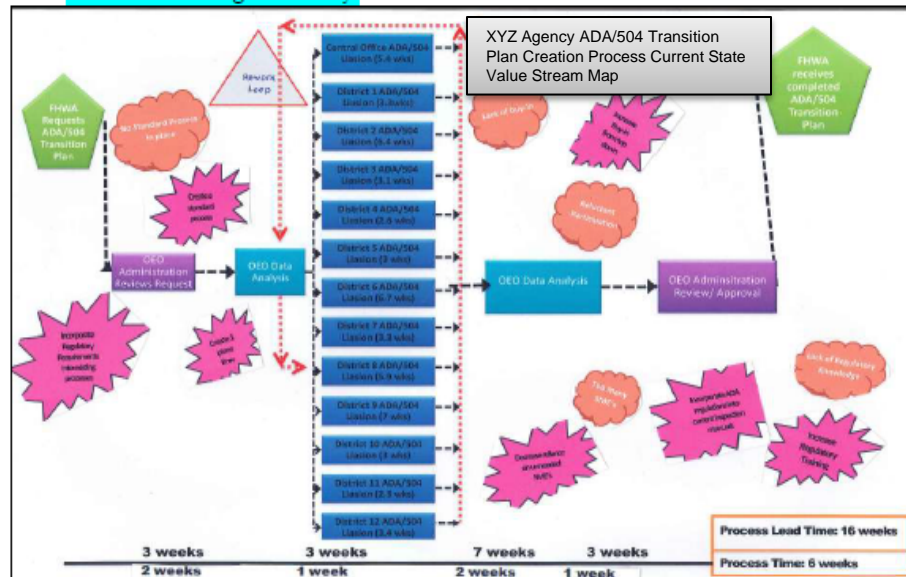
Date: December 2012

The current ADA compliance monitoring process compilation and reporting time to FHWA currently takes over 16 weeks to complete. This is due to FHWA requiring reporting on over 5,600 pieces of data. The data is currently compiled by over 61 separate subject matter experts (SME's) in 13 different geographical locations that span all 88 Ohio counties and then analyzed and into the proper ADA Transition Plan reporting specifications. In addition to the vast amount of data requested, there is varied working knowledge and understanding of the federal regulations by the SME's which has resulted in an 88% rework rate. Currently, FHWA contributes as much as 49% of XYZ Agency's total budget and provides additional funds for specific projects. Therefore, without a timely ADA Transition Plan submission FHWA can and will reduce and/or rescind the amount of funding it supplies to our agency if it is found to be noncompliant with the federal ADA laws and regulations. A reduction in FHWA funding would result in massive job loss, a significant weakening of the state's infrastructure, as well as an elimination of the opportunity for XYZ Agency to provide funding to local entities and/or contractors to perform road maintenance and construction jobs throughout the entire state of Ohio.

Current Conditions:

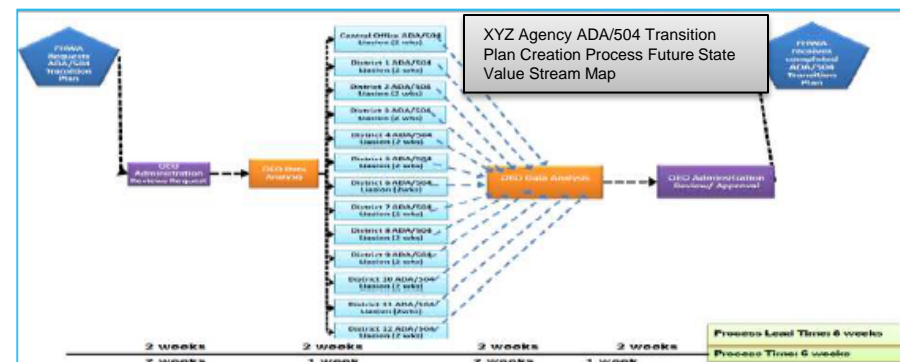


Problem Statement: 16-week processing time, late submissions, and a 70% 1st time defect rate have caused late submissions and increased scrutiny in our ADA/504 program from our Federal oversight authority.



Goal: Publish a 100% accurate ADA/504 Transition Plan annually by December 31st.

Analysis:

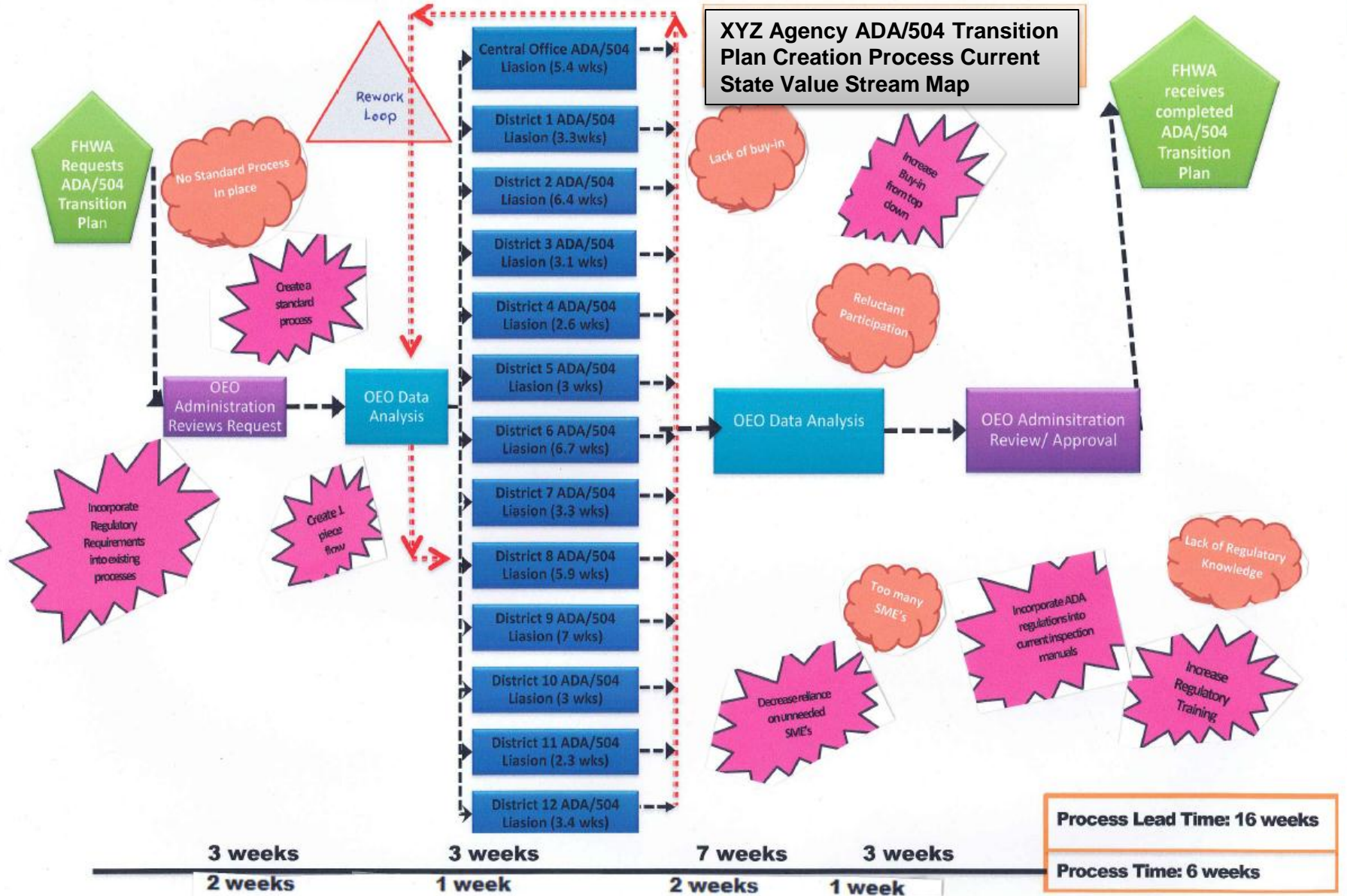


Improve/Plan:	Description	Key Countermeasures	Benefits
Reduce the amount of rework (current 88%)		Standard work creation Train utilized SME's	Result overall rework reduction of 79%. 1st time quality improvement from 30% to 82%.
Decrease the number of SME's utilized (current 75)		SS of SME utilization process Incorporate inspection items into existing work	Result of 65% reduction of SME utilization (from 75-26). Eventual overall 92% reduction of SME's utilized (from 75-6).
Reduce the data collection time		Standard work creation/End batching Incorporate inspection items into existing work	Decrease processing time by 60% (from 5 weeks to no more than 2 weeks). Decrease data collection time by 60% (from 10 weeks to no more than 4 weeks).

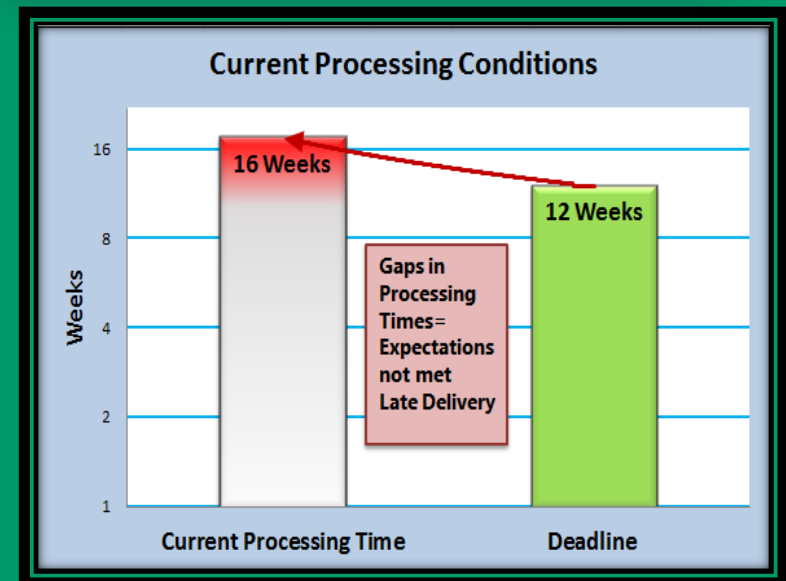
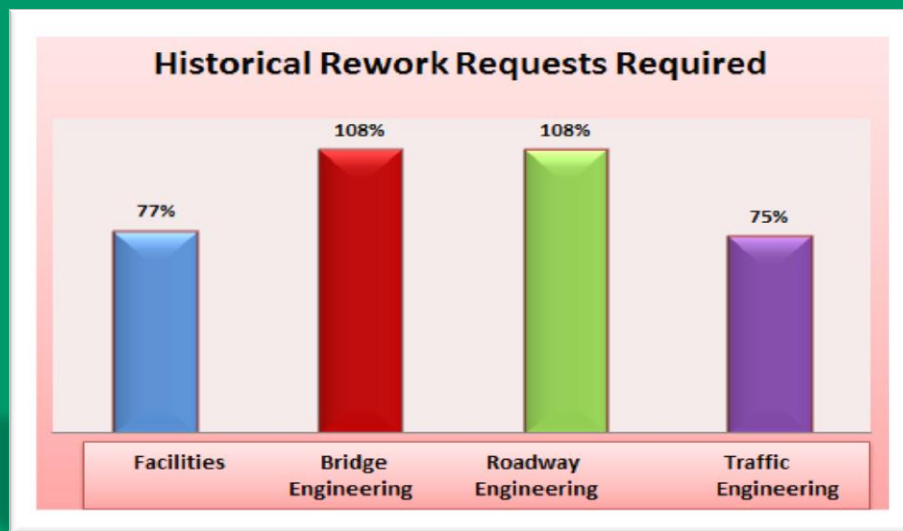
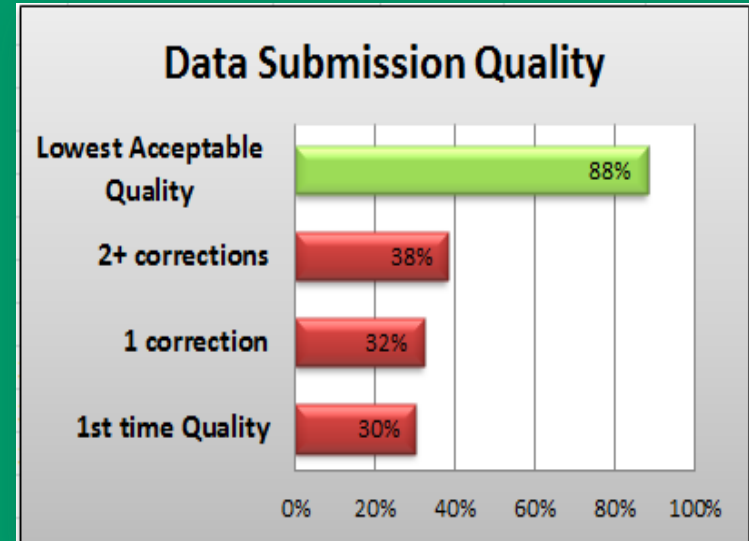
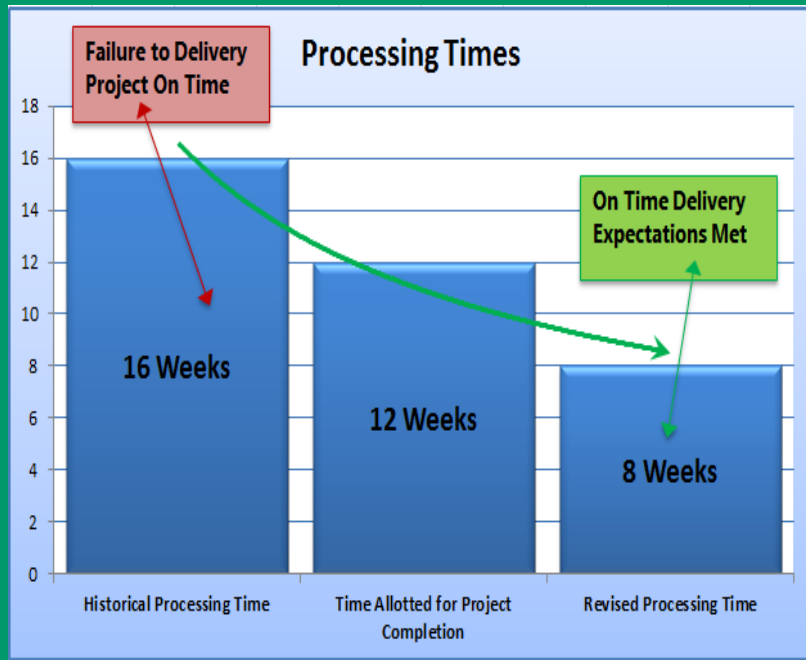
Follow Up:

MONITORING AREAS	FREQUENCY	TARGET	COUNTERMEASURES
DEFECTS/REWORK	MONTHLY ONCE DEPLOYED FOR COMPLETION	MINIMAL/ > 18%	TRACKING/LEVELING BOARD
LATE SUBMISSIONS	WEEKLY ONCE DEPLOYED FOR COMPLETION	2 WEEK TURN AROUND	TRACKING/LEVELING BOARD
BATCHING	WEEKLY ONCE DEPLOYED FOR COMPLETION	1 AREA COMPLETED EVERY 2 WEEKS	TRACKING/LEVELING BOARD
ONTIME DELIVERY	QUARTERLY	> 12 WEEKS	TRACKING/LEVELING BOARD
TRAINING	SEMI-ANNUALLY	ENTIRE STATE EVERY 2 YEARS	TRACKING/SURVEYS

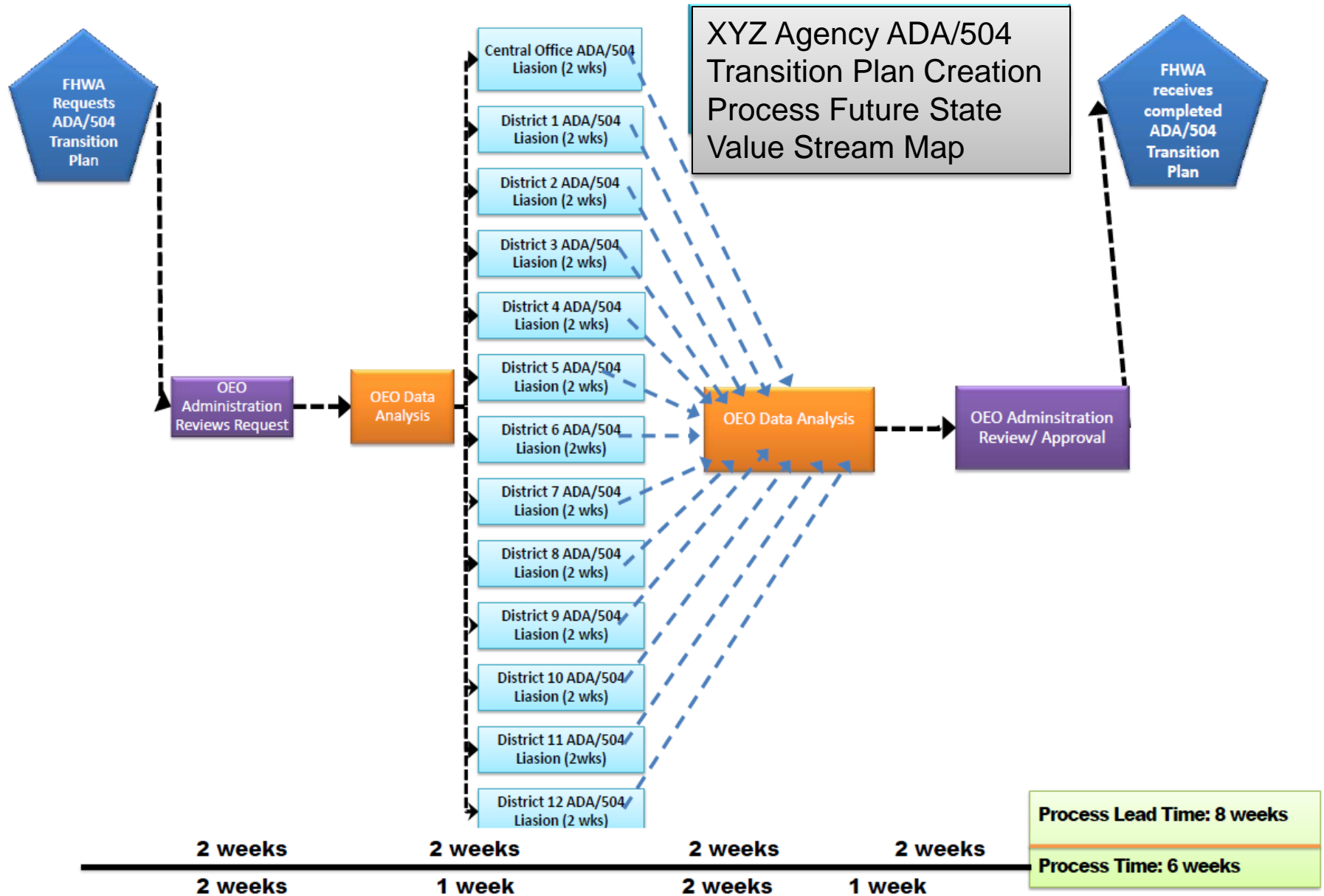
Current Conditions



Current Conditions



Revised Process



Key Benefits to XYZAgency

Result of 65% reduction of SME utilization (from 75-26)

Incorporate inspection items into existing work, decreasing the duplication of efforts

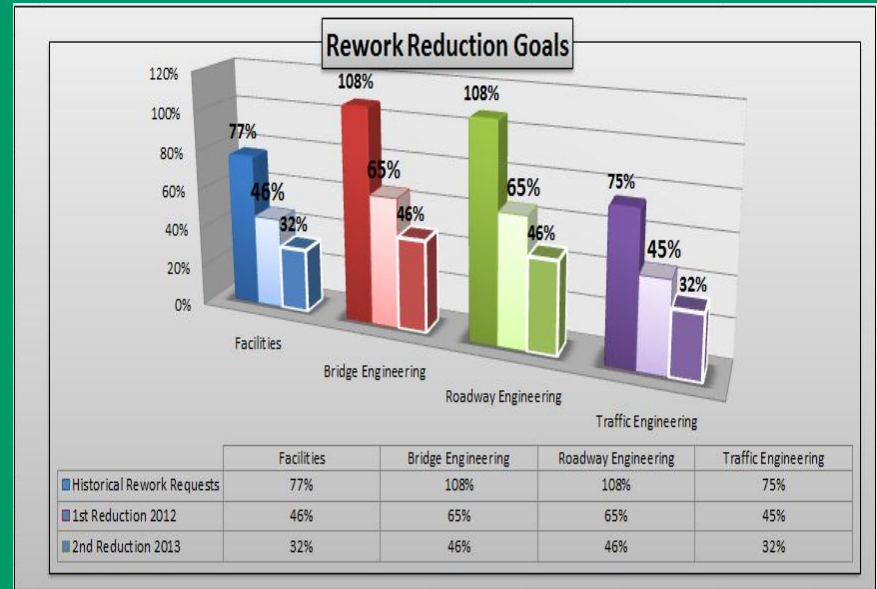
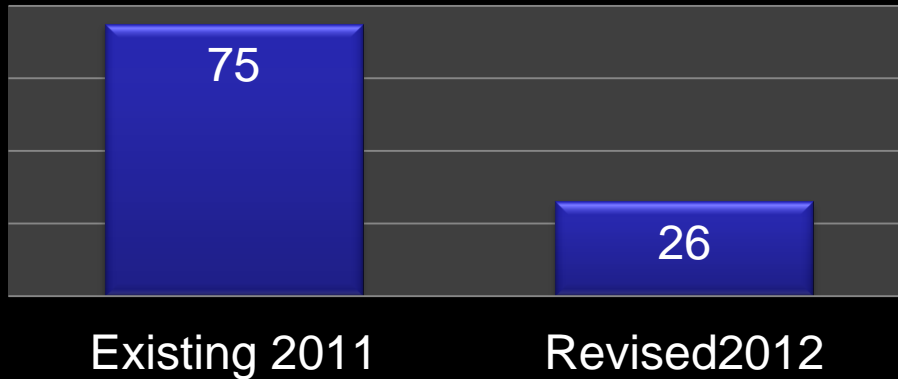
Result overall rework reduction by 79% (from 88% to 18%)

166% first time quality rate improvement (from 30% to 82%)

Result of 50% decrease in processing time (from 16-8 weeks)

How we got there.....

Subject Matter Expert Utilization



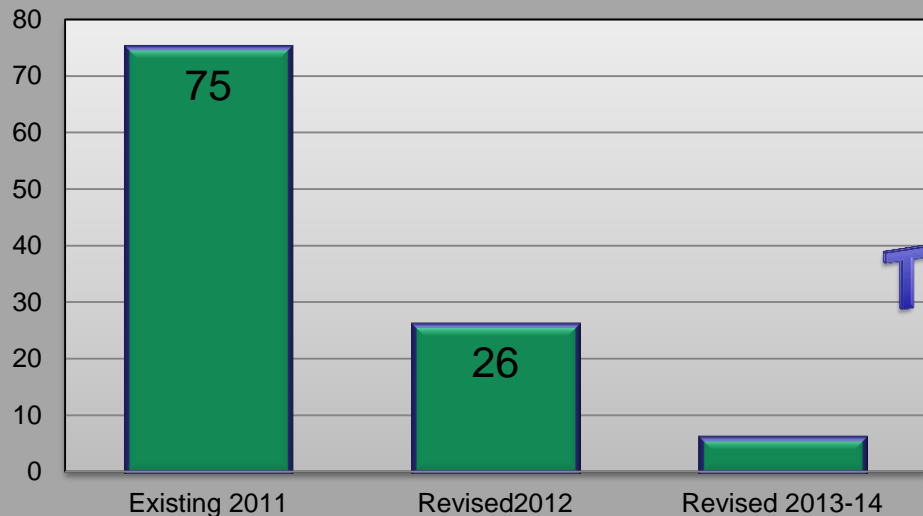
Decrease the number of SME's utilized (current 75)	5S of SME utilization process	Result of 65% reduction of SME utilization (from 75-26).
	Incorporate inspection items into existing work (Standard Work)	Future Goals: Eventual overall 92% reduction of SME's utilized (from 75-6).
Reduce the amount of rework (current 88%)	Standard work creation	Result overall rework reduction by 79% (from 88% to 18%).
	Train utilized SME's	1st time quality rate improvement (from 30% to 82%).

How we are going to sustain it...

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ONTIME DELIVERY	QUARTERLY	> 12 WEEKS	TRACKING/LEVELING BOARD
TRAINING	SEMI-ANNUALLY	ENTIRE STATE EVERY 2 YEARS	TRACKING/SURVEYS

Where we go from here...

SME Reduction Goals



Training

**Standard
Work
Creation**

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